

087506/23/04

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: BUSINESS TAX/COLLECTIONS SUPERVISOR

DEFINITION

Under general supervision of the Deputy Finance Director, to supervise, coordinate and participate in the administration and collection of business tax, transient occupancy tax, city parking citations and other City accounts; to supervise the activities of the City's public information counter; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is characterized by its responsibility for the daily supervision of the Business Tax and Collection Sections of the Revenue Division and the City's public information counter. This is a supervisory class in which supervision is exercised over Business Tax Inspectors, Collection Representatives and related support staff.

REPORTS TO: Deputy Finance Director

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Finance Director. Exercise general supervision over Collection Representatives, Business Tax Representatives, and related support staff, including staff assigned to City's public information counter.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Supervise and assist in the development and implementation of policies and procedures to insure collection of all City business tax and City accounts receivables.
- Supervise the collection of City business tax; finance, police, fire, miscellaneous business tax; transient occupancy tax; bingo applications; vendor permits; bicycle licenses and parking citations.
- Supervise and participate in the audits of business records to ensure proper tax payment.
- Supervise, plan, audit, and participate in field inspections.
- Supervise and participate in the initiation and representation of the City in small claims court proceedings for the purpose of collecting delinquent business tax and accounts receivable; secure and serve appropriate court orders.
- Respond and participate in determining final decisions regarding customer complaints and disputes.
- Supervise and collect delinquent accounts by telephone and in person as required.
- Coordinate collection and business tax activities with other City departments, divisions, and sections, and with outside agencies.
- Prepare reports; supervise, train and evaluate assigned staff.

QUALIFICATIONS

Knowledge of:

- Effective supervisory and organizational techniques.
- General knowledge of a wide variety of business and their usual characteristics.
- Effective collection techniques in accordance with applicable federal, state and local laws.
- Investigative techniques useful in inspecting business activities to ensure compliance with business tax requirements.
- Small claims and bankruptcy court rules, regulations, and procedures.
- Geography and street patterns of the city.
- Modern office practices, methods, and procedures.

Ability to:

- Plan, assign, layout, supervise and review of business tax and collection staff engaged in various related activities.
- Effectively handle conflict situations with customers and maintain good public relations while protecting City interest.
- Develop and interpret business tax and collection policies and procedures.
- Perform research, mathematical computations, and maintain moderately complex financial records.
- Communicate clearly and concisely, orally and in writing.
- Supervise, train, and evaluate assigned staff.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade supplemented by specialized college level courses in business administration or related field. Completion of an Associates of Arts degree is highly desirable.

Experience: Five years of experience in the administration and collection of business taxes and in the collection of past due accounts using a variety of methods and techniques.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Business Tax/Collections Supervisor

TO: